

ABSTRACT OF THE DISCLOSURE

[61] A Voice User Interface (VUI) or Interactive Voice Response (IVR) system utilizes three levels of navigation (e.g. Main Menu, Services, and Helper Commands) in presenting information units arranged in sets. The units are “spoken” by a system in a group to a human user and the group of information at each level is preceded by a tone that is unique to the level. When navigating the levels, the tones of the levels are in a musical progression, e.g. the three-note blues progression I, IV, V, for preceding the groups of information, respectively. The musical progression returns to the tonic of the musical key when the navigation returns to the level one of the first group of information.